



North Carolina Department of Health and Human Services

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December 21, 2010

MEMORANDUM

TO: Legislative Oversight Committee Members
Local CFAC Chairs
NC Council of Community Programs
County Managers
State Facility Directors
LME Board Chairs
Advocacy Organizations
MH/DD/SAS Stakeholder Organizations
Commission for MH/DD/SAS
State CFAC
NC Assoc. of County Commissioners
County Board Chairs
LME Directors
DHHS Division Directors
Provider Organizations
NC Assoc. of County DSS Directors

FROM: Dr. Craig L. Gray
Steven Jordan *SS*

SUBJECT: Special Implementation Update #84 - Revised: CAP MR/DD Utilization Review

CAP MR/DD Utilization Review by Local Management Entities

Effective January 20, 2011, utilization review for CAP MR/DD services will be provided by local management entities (LMEs). The LMEs will be responsible for CAP MR/DD requests for recipients with eligibility listed in the counties identified below. ALL CAP requests, including revision requests and EPSDT requests for State-plan covered services for CAP/MR-DD recipients, must be sent to the appropriate LME utilization review (UR) vendor as listed below. Case managers will submit CAP MR/DD requests to the appropriate LME effective January 20, 2011 based on the Medicaid county of eligibility of the recipient.

Crossroads Behavioral Health Center

Buncombe, Davie, Forsyth, Henderson, Iredell, Madison, Mitchell, Polk, Rockingham, Rutherford, Stokes, Surry, Transylvania, Yadkin, Yancey
Contact Number: (336) 835-1000

Eastpointe

Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Hertford, Hyde, Johnston, Jones, Lenoir, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Robeson, Sampson, Scotland, Tyrrell, Washington, Wayne, Wilson
Contact number: (800) 513-4002

The Durham Center

Alamance, Anson, Caswell, Chatham, Durham, Franklin, Granville, Guilford, Halifax, Harnett, Hoke, Lee, Montgomery, Moore, Orange, Person, Randolph, Richmond, Vance, Wake, Warren
Contact number: (919)560-7200

Pathways LME

Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Catawba, Cherokee, Clay, Cleveland, Gaston, Graham, Haywood, Jackson, Lincoln, Macon, McDowell, Mecklenburg, Swain, Watauga, Wilkes
Contact number: (704) 884-2501

Fax numbers will be provided in the January Medicaid Bulletin.

As a point of clarification, requests for additional units of CAP MR/DD services above the current authorized amount are considered "revision requests." When submitting CAP MR/DD revision requests or provider change requests for Continued Need Reviews (CNRs) that have been approved by ValueOptions, the targeted case managers are required to submit the following documents to the LME:

1. A complete revision request including CTCM forms, cost summary, and signature page, as well as any other documentation required per service definitions.
2. A complete copy of the last CNR packet including cost summary, signature page, and MR-2.
3. Copies of any revisions that were approved by ValueOptions after the last CNR and prior to the revision being requested.

Any request (CNR, Plan of Care, revision or provider change) received by ValueOptions after January 19, 2011 will be sent to appropriate LME for processing.

Any request (CNR, Plan of Care, revision or provider change) received by ValueOptions on or before January 19, 2011 will be processed by ValueOptions.

Any denials pending at ValueOptions will remain with them until completion. ValueOptions will represent these cases in mediation and will enter Maintenance of Service (MOS) authorizations.

Any CAP requests that are still pending with ValueOptions for 'more information' will remain with ValueOptions until completion or up to 45 days. Case managers are to submit any revision or provider change for a Plan of Care or CNR that remains pending at ValueOptions on or after January 20, 2011 to ValueOptions for processing.

Requests for non-waiver I/DD Targeted Case Management (TCM) made by direct enrolled providers for recipients with eligibility in Eastpointe LME counties (Duplin, Lenoir, Sampson, Wayne) or The Durham Center county (Durham) should be sent to Eastpointe LME or The Durham Center respectively. Eastpointe and Durham can only authorize the new weekly code (T1017 HE) for direct enrolled providers. ALL other requests for non-waiver I/DD TCM should be sent to ValueOptions.

Questions should be directed to the Division of Medical Assistance, Behavioral Health Section at 919-855-4290.

cc: Secretary Lanier M. Cansler
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DMA Deputy and Assistant Directors
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John Dervin
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